

# OWNER'S MANUAL



You can rely on Defy. To simplify

## TOUCH CONTROL CERAN HOB

### DHD 395 "770 TC"

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Part Number 068020

Please register your product at  
[www.defy.co.za](http://www.defy.co.za)

# Introduction

Congratulations on the purchase of this quality hob.

We, the manufacturer, trust that you will enjoy many years of trouble free use.

Please read these instructions carefully before using the hob.

This book will provide you with information on how to operate and care for your hob in order that you gain the maximum benefit from it.

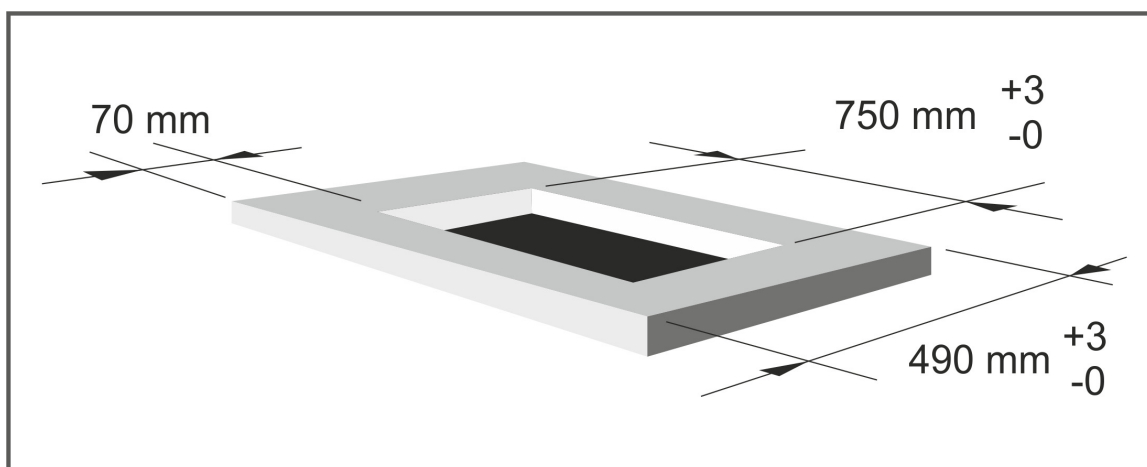
## Unpacking

- Please ensure that packaging material is disposed of in a responsible manner.
- Plastic bags should be cut up to prevent children playing with them and accidentally suffocating.
- Some models feature a protective film over stainless steel trim. This film must be carefully removed before using the hob.
- If the appliance is damaged in any way, do not use it. Report the damage to your dealer, who will take the necessary corrective action.

## Cupboard design

- Cooking appliances generate considerable heat. The layout and materials of the mounting cabinet should take account of these characteristics.
- Surfaces and surrounding edges immediately adjacent to the hob should be able to withstand temperatures of up to 100°C without delaminating or discolouring.

## Aperture size



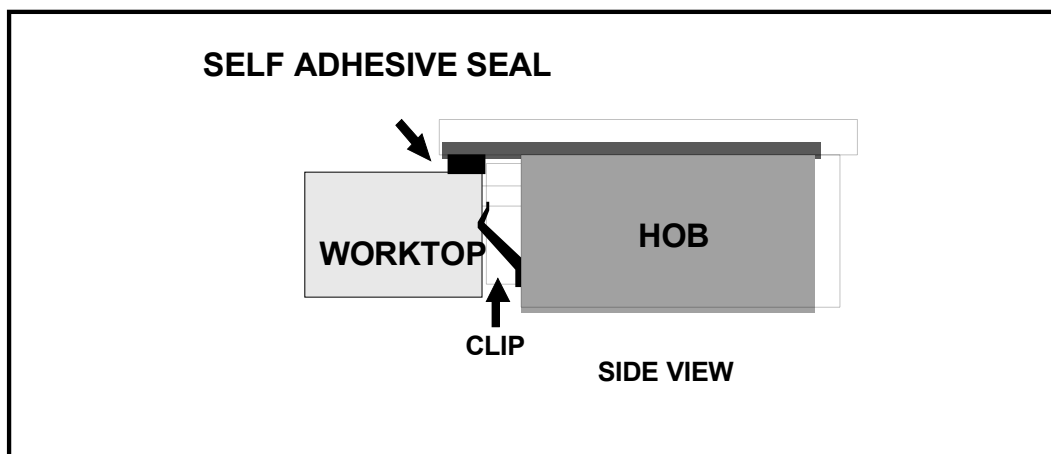
# Installation

Installation is the buyer's responsibility. The manufacturer accepts no liability for this service. Any action that the manufacturer has to take as a result of an erroneous installation will not be covered by the warranty.

- The hob is supplied with securing clips.



- These fit into dedicated slots around the hob base . (see picture A)
- Insert the clips. (as shown in picture B)
- Lift the clips up until they click into place. (as shown in picture C)
- To avoid liquid spills penetrating between the hob and the worktop, apply the supplied self-adhesive seal to the perimeter of the aperture. Do not use a silicone sealer.
- Invert the hob on the worktop adjacent to the aperture before making the electrical connection. This will ensure sufficient cable length for subsequent servicing.
- Position the hob into the aperture so that the securing clips are compressed between the hob base and the worktop. (see Sketch below)



## Important notice

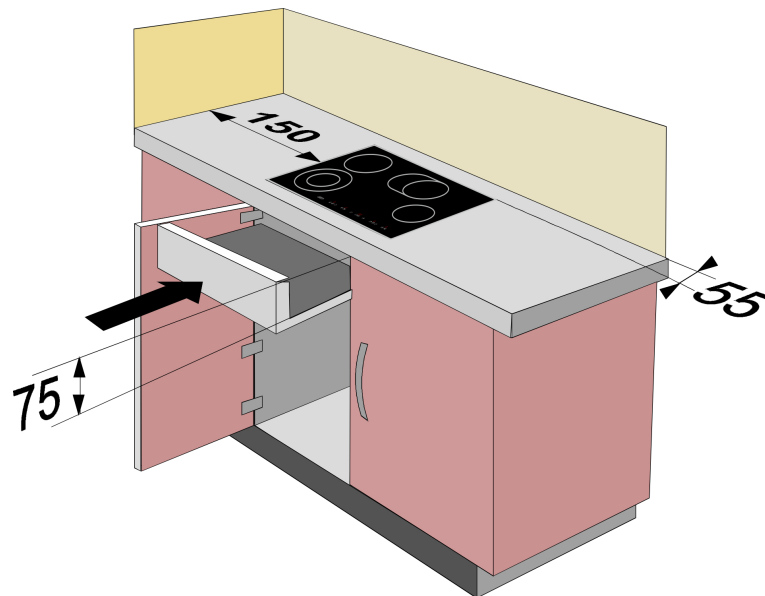
- Hobs with control panels require additional installation instructions. See page 4.
- The Manufacturer strives for continuous improvements. For this reason, the text and illustrations in this book are subject to change without notice.



## **VERY IMPORTANT SAFETY INSTRUCTION**

### **Safety installation for hob with control panel**

- A removable horizontal board must be fitted below the hob and 75mm away from the worktop bottom face.
- Space between this board and the hob must be empty and no objects may be stored or kept there.
- This board will effectively shield the user from the base of the hob which gets hot during use. The board needs to be removable for service purposes as the hob, once installed, can only be loosened from below.
- If the hob is installed with a side adjacent to a vertical kitchen cabinet, the distance between the edge of the hob and that of the cabinet side must be a least 150mm. The distance between the back wall and the rear edge of the hob must be at least 55mm.



### **Electrical installation**

**This appliance must be earthed and the manufacturer and the seller do not accept responsibility for any damage due to incorrect installation or electrical connection.**

#### **Earth leakage**

This hob should not be connected through an earth leakage system. Refer to S.A.N.S. 10142

**Connection to the power supply** must be carried out by a licensed electrician, who will ensure that the hob is correctly connected and safely earthed. The rated current is printed on the serial number label attached to the base cover. The hob must be connected to the mains through a double pole isolating switch which has a minimum clearance between the contacts of 3 mm. in both poles. A means for disconnection must be provided in the fixed wiring.

#### **Note:**

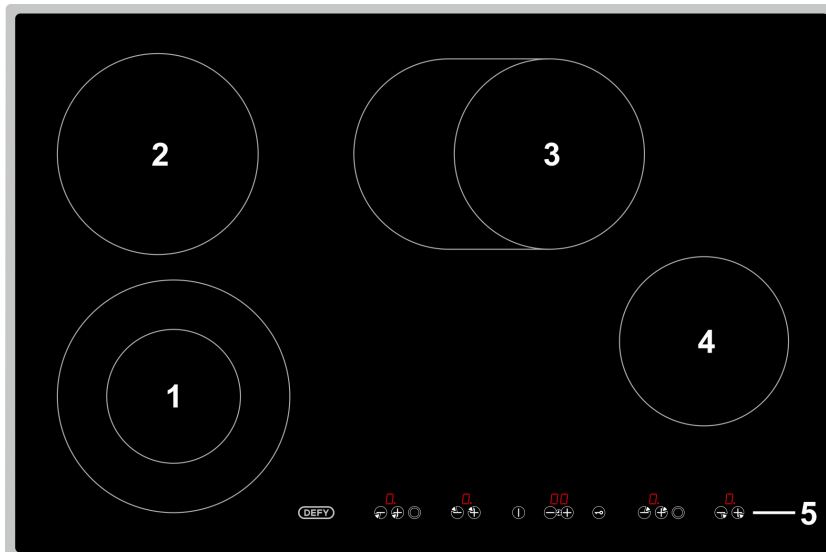
The appliance is not intended to be operated by means of an external timer or separate remote-control system.

**Please see the section pertaining to electrical connection as described in the hob manual.**

# Controls

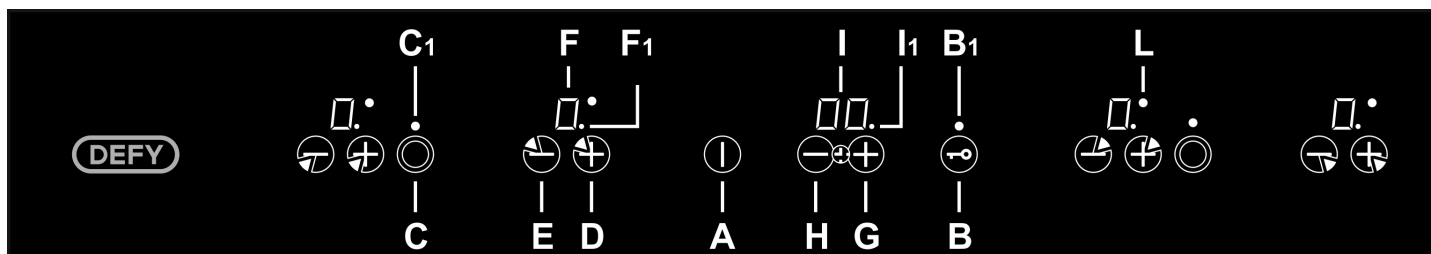
## Ceramic glass cooktop

1. Cooking zone Hi Light front left.
2. Cooking zone Hi Light rear left.
3. Cooking zone Hi Light rear right.
4. Cooking zone Hi Light front right.
5. Hob controls.



## Hob control elements

- |   |   |
|---|---|
| <ul style="list-style-type: none"> <li>A. On/Off sensor.</li> <li>B. Child lock On/Off sensor.</li> <li>B1. Child lock signal light .</li> <li>C. Cooking zone expansion On/Off sensor.</li> <li>C1. Cooking zone Expansion indicator light.</li> <li>D. Cooking zone selection and On/Off sensor (+).</li> <li>E. Sensor (-).</li> <li>F. Cooking zone power or remain heat displays.</li> </ul> | <ul style="list-style-type: none"> <li>F1. Decimal dot on the power displays:<br/><b>On:</b> cooking zone power control active.<br/><b>Off:</b> cooking power control not active.</li> <li>G. “More” key timer programming.</li> <li>H. “Less” key timer programming.</li> <li>I. Timer Display.</li> <li>I1. Decimal dot on clock display:<br/><b>On:</b> time setting is active.<br/><b>Off:</b> time setting not active.</li> <li>L. Timer controller cooking zone signal lamp.</li> </ul> |
|---|---|



## Hob control

- The hob is fitted with electronic sensors which are activated when the relevant circular touch pad is pressed for at least one second.
- Each sensor activation is followed by an audible tone.
- To avoid false touch pad activations do not place any objects on the touch pad area.
- Always keep the touch pad surface area clean.

## Switching a cooking zone on

- Press the **on/off sensor (A)** for at least one second to switch the hob on, all **hotplate power indicators (F)** indicate ‘0’. The next setting must be selected within 20 seconds to prevent the hob from switching off.
- Activate the required cooking zone by pressing the relevant **(+) sensor (D)**
- Set the desired cooking power from 1- 9, using the **(+) or (-) sensors (D and E )**
- Continuous pressing of **+** **(D) or - (E)** increases or reduces the power level.
- Alternatively, power levels may be sequentially adjusted by pressing **(D or E)** for at least 1 second.
- Note that settings are only possible for one hotplate at a time.

# Controls

## Switching a cooking zone off

- Press the (-) sensor (E) and set the power level to '0', the hotplate will switch off after 3 seconds. Shortly thereafter the **hot surface indicator light** on the hob will switch on, display (H) and remain on for 20 to 30 minutes after the plate is switched off. This is a reminder that the hob surface is still too hot to touch.
- Fast deactivation.** Press both + and - (D and E) touchpad sensors simultaneously to switch the hotplate off immediately.

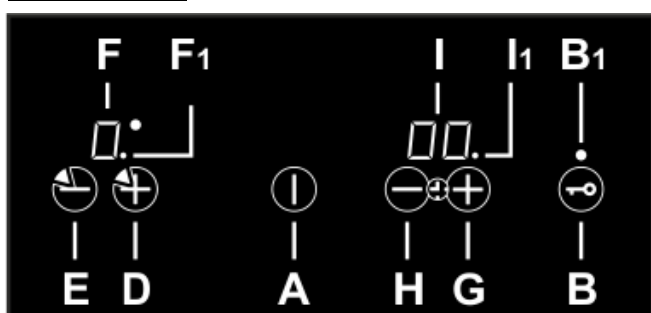
## Switching the hob off

- Switch the hob off by pressing the On / Off sensor (A).

## Safety functions and error display

The hob is equipped with overheat safety sensors. When they are activated they turn off the hotplates nearest to the control board.

## Child lock

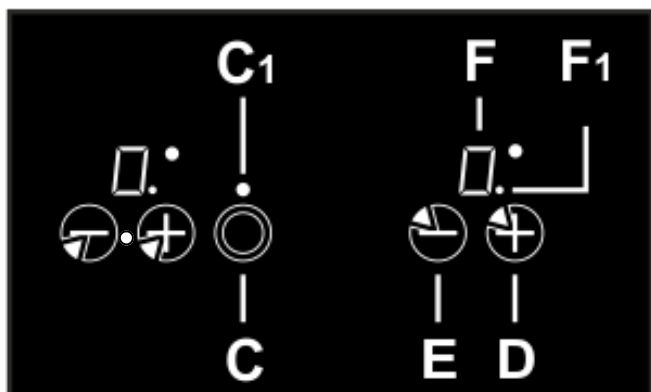


### Activating the child lock

- Switch all cooking zones off by pressing (A)
- The displays indicate '0'
- Press sensor (B). (Key lock symbol) The LED above the Key lock symbol will switch on. The child lock is now activated.

### Switching child lock off

- Press touch pad sensor (A).
- Press touch pad sensor (B) The LED above the Key lock symbol will switch off. Child lock is now off.



### Remaining heat indicator

The remaining heat may be used for warming food as long as the symbol 'H' remains on after the cooking zone has been switched off.

**Caution!** Even when the symbol 'H' disappears the hotplate may still be hot. Do not touch hotplates.

## Turning on the extended cooking zone

- Select the required power setting (from 1-9) by pressing "+" or "-" (D or E).
- Turn on the second zone by pressing sensor (C). The pilot light (C1) relating to the zone concerned comes on; the second zone comes on together with the first.

## Turning off the extended cooking zone

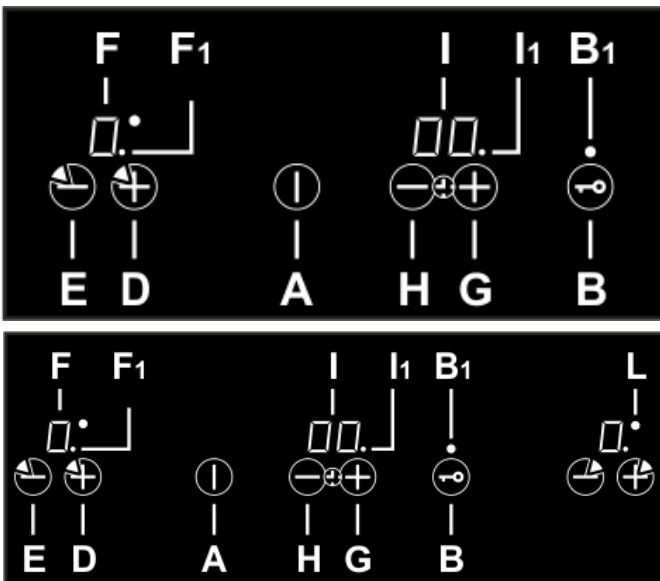
- The dual zone burner must be on
- Touch the dual zone sensor (C)
- The pilot light (C1) goes off and the second zone goes off

## Safety cut out

Your hob is fitted with a temperature limiter preventing the hotplate from overheating should a pot boil dry. If one or more hotplates is accidentally left on, a safety cut out turns them off after a certain amount of time has elapsed. (See table below) The symbol "H" will display if the safety cut out has tripped. To prevent the automatic cut out from tripping simply press the "+" or "-" sensor (D or E) before the limit time expires.

Level	1	2	3	4	5	6	7	8	9
Limit time (h)	10	5	5	4	3	2	2	2	1

## Automatic fast heating



The hob is fitted with a special mechanism which makes the hotplates operate at full power at the start of cooking regardless of the selected setting. After a certain amount of time the hotplate returns to the originally set value.

### Activation of automatic fast heating

- Selected hotplate must be set to level “0”
- Touch the sensor “E” and the display switches to the power setting 9.
- Press the sensor “+” (D) of the relevant hotplate and the display indicates the letter “A”
- Select the desired power level.

The power indicator intermittently displays the “A” symbol and the selected power setting. When the fast heating period expires, the hotplate switches to the pre selected power setting. *See table A:*

*Table A:*

Level	1	2	3	4	5	6	7	8	9
Limit time (S)	1'11"	2'44"	4'47"	5'28"	6'29"	1'11"	2'44"	2'44"	...

If the power level is changed during the automatic fast heating on a particular cooking zone, the power boost function is immediately deactivated.

## Timer operation

The control device has an incorporated timer, which when activated may be assigned to one of four areas.

- Press the “+” (G) or “-” (H) sensors of the timer. The timer display (I) will show “00”, the other (F) displays “t”
- After setting the timer, a hotplate must be selected within 10 seconds. Selecting a cooking zone with the “+” key (D). The pilot light (L) relating to the hotplate comes on
- Select the required time from between 1-99 minutes with the keys “+” e “-” (G/H).
- If the timer is selected by pressing the “-” key (H), the starting time would be “99” (Maximum value)
- Select the required power setting (1-9) with the keys “+” e “-” (G/H).

The timer is assigned to the selected hotplate. Once the countdown is complete, the hotplate will switch off automatically accompanied by an acoustic signal. Pressing the “+” and “-” keys (G/H) of the timer simultaneously turns off the timer immediately.

## Ceran® smooth top

**WARNING:** In the unlikely event of the Ceran sustaining accidental damage or cracks, switch off the appliance at the mains to avoid electric shock and have the panel replaced before further use.

### Caring for the Ceran hob

- Ceran is a tough, durable material, which provides a beautiful, functional and long lasting cooking surface. To keep it looking good, it needs to be treated with care and cleaned regularly.
- Wipe spillage off as soon as possible with a damp cloth, preferably while the hob is still warm.
- Clean the hob with a nylon pad and a suitable smooth top cleaning solution, which is available from all Defy Service Centres. Remove calcium stains (yellow stains) by applying a small amount of lime remover such as vinegar or lemon juice. Other suitable commercially available products can also be used.
- If necessary stubborn spills may be removed using the blade scraper provided.
- Do not use metal scourers or coarse abrasive powders as these could scratch the Ceran.
- Regular cleaning after use will prevent dirt build up and ensure that the hob remains bright and attractive.
- Wipe the hob surround with a damp hot soapy cloth and dry.
- **DO NOT USE A STEAM CLEANER.**

# Recommendations

## Recommendations (see also the enclosed 'CERAN' leaflet)

- Use only pots with a solid level base. An uneven base will prolong cooking time and waste energy.
- Use pots with a base diameter slightly larger than that of the thermal area. This will ensure even heat distribution and prevent spillage from dripping onto and staining the hot zone.
- Always cover the pot with a lid. This will conserve energy and minimize spillage.
- Save energy by switching the plate off 5 to 10 minutes before the end of a lengthy cooking period. The Ceran hob will retain sufficient residual heat to complete the cooking process.
- A pot with rough edges could scratch the Ceran if it were dragged across the surface of the hob.
- Any spillage of sugar solution such as jam, must be removed immediately. If allowed to cool on the Ceran it could pit and damage the surface.
- Do not cover the Ceran with aluminium foil and do not use poor quality aluminium pots. These will leave unsightly deposits which in time, could adhere to the Ceran.

## Error codes

ERROR CODE	ERROR DESCRIPTION	WHAT TO DO
FA	ON/OFF button: emitter's anomaly. All cooking zones are disabled.	CONTACT YOUR DEFY SERVICE CENTRE AND SPECIFY THE ERROR CODE
FC	ON/OFF button: receiver's anomaly. All cooking zones are disabled.	CONTACT YOUR DEFY SERVICE CENTRE AND SPECIFY THE ERROR CODE
FE	Touch control's temperature sensor: sensor NTC's short circuit. All cooking zones are disabled.	CONTACT YOUR DEFY SERVICE CENTRE AND SPECIFY THE ERROR CODE
Ft	Touch control's temperature sensor: sensor NTC's opening. All cooking zones are disabled.	CONTACT YOUR DEFY SERVICE CENTRE AND SPECIFY THE ERROR CODE
Fc	Touch controls temperature sensor: sensor NTC's overheating. All cooking zones are disabled.	CONTACT YOUR DEFY SERVICE CENTRE AND SPECIFY THE ERROR CODE
Fr	Relay: relay's anomaly. All cooking zones are disabled.	CONTACT YOUR DEFY SERVICE CENTRE AND SPECIFY THE ERROR CODE
FH	Touch control's EEPROM (memory): Eeprom's anomaly. All cooking zones are disabled.	CONTACT YOUR DEFY SERVICE CENTRE AND SPECIFY THE ERROR CODE
FJ	Touch control's ADC: Anomaly of touch control's ADC. All cooking zones are disabled.	CONTACT YOUR DEFY SERVICE CENTRE AND SPECIFY THE ERROR CODE
FO	Touch control's software: Software anomaly. All cooking zones are disabled	If it persists with domestic use: CONTACT YOUR DEFY SERVICE CENTRE AND SPECIFY THE ERROR CODE
FL	Touch control's brightness: Excessive external brightness that prevents calibration of touch sensors. All cooking zones are disabled	CONTACT YOUR DEFY SERVICE CENTRE AND SPECIFY THE ERROR CODE
FU	Touch control's divider: Divider anomaly. All cooking zones are disabled.	CONTACT YOUR DEFY SERVICE CENTRE AND SPECIFY THE ERROR CODE



# Technical Specifications

<b>Model</b>	<b>DHD 395 “770 TC”</b>
Volts	220V –240V 50/60Hz~
Amperes	33
<b>Plate power rating (∅, mm/ W)</b>	
Front cooking zone left	210/120, 2200/750
Front cooking zone right	180, 1800
Rear cooking zone right	170 x265, 2400/1500
Rear cooking zone left	140, 1200
Total power ( W)	7600
Type of switch	Electronic sensors
Width	770 mm
Depth	510 mm

## Safety advice

- This hob is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the hob by a person responsible for their safety.
- Children should be supervised to ensure that they do not play with the hob.
- Only use the hob for preparing food.
- Do not leave hot fat or oil unattended. If overheating occurs, these could catch fire.
- Switch off the power at the mains in the event of a fault or when cleaning the hob.

## **Problem check**

**Before calling a service technician to assist with a problem:**

### **PROBLEM**

### **SOLUTION**

**The plates do not work**

**Check there is power to the wall switch.**

Remember that you may be charged for a service call even during the warranty period if the fault is due to or caused by the above.

## **Owner’s responsibility**

**Since the following are not factory faults, they are the owner’s responsibility.**

- Damage to exterior finish.
- Breakage of glass and other components.
- Damage through improper use or installation of the appliance.
- Damage caused by moving the appliance.

**Did you remember to fill in the purchase details on page 12 of this manual?**

# Defy Service Centres

If you have followed the instructions and still have a problem, contact the nearest Defy Technical Support Centre. They will be able to advise you on any aspect of the product or send a qualified technician to repair it.

**BLOEMFONTEIN** 160 Long Street, Hilton,  
Bloemfontein 9301.  
Tel. 051 400 3900  
[Bloemfontein.Service@defy.co.za](mailto:Bloemfontein.Service@defy.co.za)

**CAPE TOWN** 5A Marconi Rd.  
Montague Gardens, 7441.  
Tel. 021 526 3000  
[CapeTown.Service@defy.co.za](mailto:CapeTown.Service@defy.co.za)

**DURBAN** 35 Intersite Avenue,  
Umgeni Business Park, Durban 4051.  
Tel. 031 268 3300  
[Durban.Service@defy.co.za](mailto:Durban.Service@defy.co.za)

**EAST LONDON** 16 Bowls Rd. Arcadia,  
East London 5201.  
Tel. 043 743 7100  
[EastLondon.Service@defy.co.za](mailto:EastLondon.Service@defy.co.za)

**JOHANNESBURG** Cnr. Mimetes & Kruger Sts. Denver ext.12  
Commercial Head Office,  
Administration, Distribution, National Groups,  
Tel. Sales, Contracts and Credit.  
Johannesburg. 2094.  
Tel. 011 621 0200 or 011 621 0300  
[Gauteng.Service@defy.co.za](mailto:Gauteng.Service@defy.co.za)

**POLOKWANE** 87 Nelson Mandela Drive.  
Superbia 0699.  
Tel. 0152 92 1166 / 7 / 8 / 9.  
[Polokwane.Service@defy.co.za](mailto:Polokwane.Service@defy.co.za)

**PORT ELIZABETH** 112 Patterson Road,  
North End, Port Elizabeth 6001.  
Tel. 041 401 6400  
[PortElizabeth.Service@defy.co.za](mailto:PortElizabeth.Service@defy.co.za)

**PRETORIA.** Block A1 Old Mutual Industrial Park.  
Cnr. D.F.Malan Drive & Moot Str.  
Hermanstad. 0082.  
Tel. 012 377 8300

**OTHER AREAS ARE SERVICED BY OVER 200 AUTHORISED AGENTS.  
CONSULT THE NEAREST REGIONAL SERVICE CENTRE FOR DETAILS.**

# Warranty

This certificate is issued by DEFY APPLIANCES (PTY) LTD manufacturers of Defy and Ocean products, hereinafter the Company, to the original purchaser only, of the appliance described on the certificate and shall constitute the only warranty given in respect of this appliance.

The Company warrants to the original purchaser that for a period of TWO YEARS from date of purchase the appliance is free from defect under normal domestic use, both in workmanship and material, subject to the following conditions.

1. Repair or replacement of any part of this appliance, found by the Company to be defective, shall be at the election of the Company. The Company reserves the right to effect such service through any of its Service Divisions or Authorised Service Dealers. The cost of such service shall be borne by the Company in full, provided that the appliance is located no further than 50 km from a Company Service Centre or an Authorised Service Dealer. Where the appliance is located beyond the 50 km radius, the purchaser shall be liable for the standard travelling charges, as determined by the Company.  
CARRY IN SERVICE Microwave ovens, Compact cookers and small appliances are repaired in our service centres and are not collected from the customers home. Faulty units should be delivered to the purchasing dealer or to the nearest Company Service Centre for warranty repairs.
2. Rusted or corroded plates, vitreous enamelware, fuses and lamps are specifically excluded from these warranties. It is an express condition of these warranties that the purchaser takes due care and attention in the use and maintenance of the appliance. Abuse, misuse in conflict with operating instructions, connection to incorrect voltages and subjection to commercial use shall release the Company from its obligations.
3. This warranty shall become void and cease to operate if the appliance is dismantled by, or any repairs to the appliance are effected by any persons not duly authorised by the Company, or if substitute parts not approved by the Company are used in the appliance, or if the serial number of the appliance is removed.
4. The Company shall not be responsible for damages resulting from fire, flood, civil disturbances or any Act of God. The Company shall not, in terms of these warranties be responsible nor held liable for any consequential loss or damage of any kind caused by or due to the failure or malfunction of the appliance.
5. The Company shall not be responsible for transportation or other costs other than those incurred within the provisions of Point 1 of this Certificate.
6. These warranties shall not apply to the appliance if it is purchased or used beyond the borders of the Republic of South Africa, Namibia, Botswana, Swaziland and Lesotho.
7. Where service is requested under warranty and no fault or defect can be found by the Company, all costs incurred will be for the purchaser's account.
8. This Certificate as well as your invoice will serve as proof of purchase. For the purpose of warranty, it will be essential to produce this Certificate and invoice. Failure to do so, will render the purchaser liable for service costs.

**KEEP THIS CERTIFICATE AND SALES INVOICE AS PROOF OF PURCHASE FOR WARRANTY PURPOSES.**



You can rely on Defy. To simplify

For future reference, record the listed information in the space below.  
The Serial number may be found on the label attached to the hob base.

**Serial No:**

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**Date of purchase:**

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**Purchased from:**

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